

Fig. 1

200 201 202 203 204 205 206 207 208 209

Server ID	Work Type	Server Performance for work Type	Server Threshold for work Type
100	Calls from Prospects	8	9
100	Claims Calls	4	3
101	Calls from Prospects	5	9
101	Claims Calls	6	7
101	Calls from Refused Customers	0	0

Fig. 2

301	302	303	304	305	300
Server ID	Work Type	Server Prof for Work Type	Server Threshold for Work Type	Composite Preference for Work Type	
100	Calls from Prospects	8	9	10	~306
100	Claims Calls	4	3	8	~307
101	Calls from Prospects	5	9	7	~308
101	Claims Calls	6	7	10	~309
101	Calls from Preferred Customers	0	0	0	~310

Fig. 3

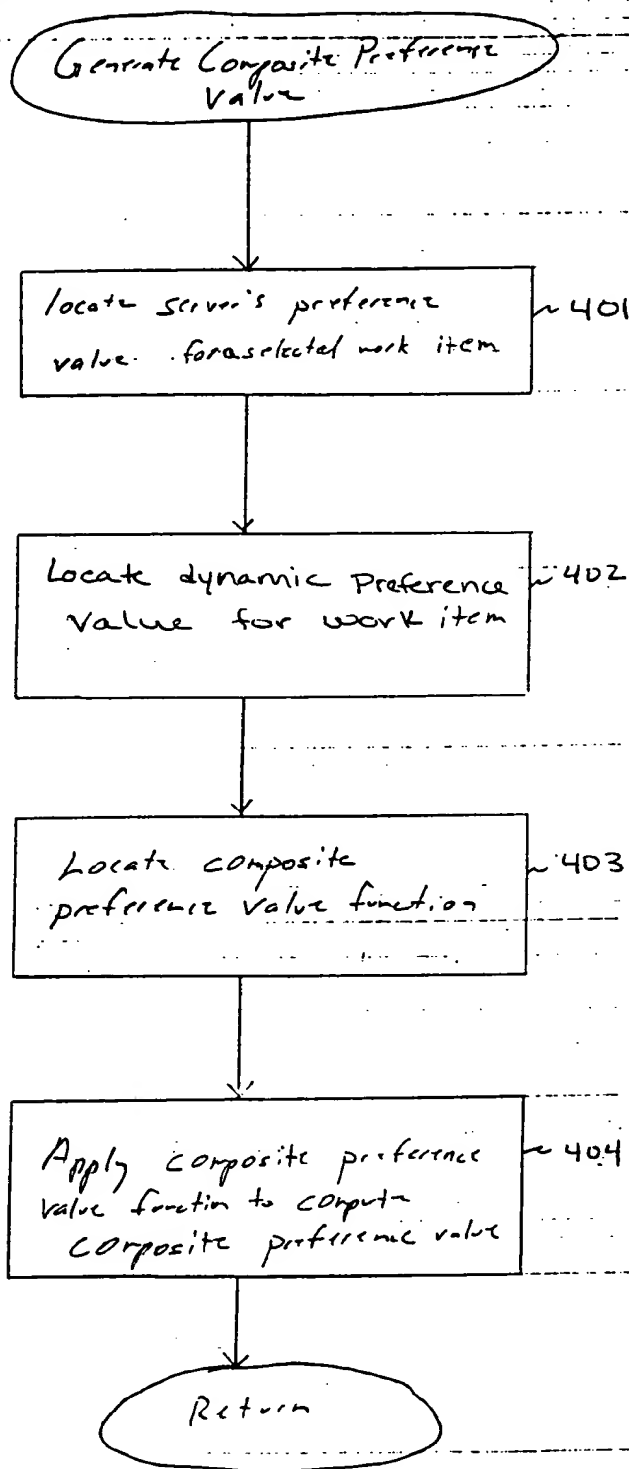


Fig. 4

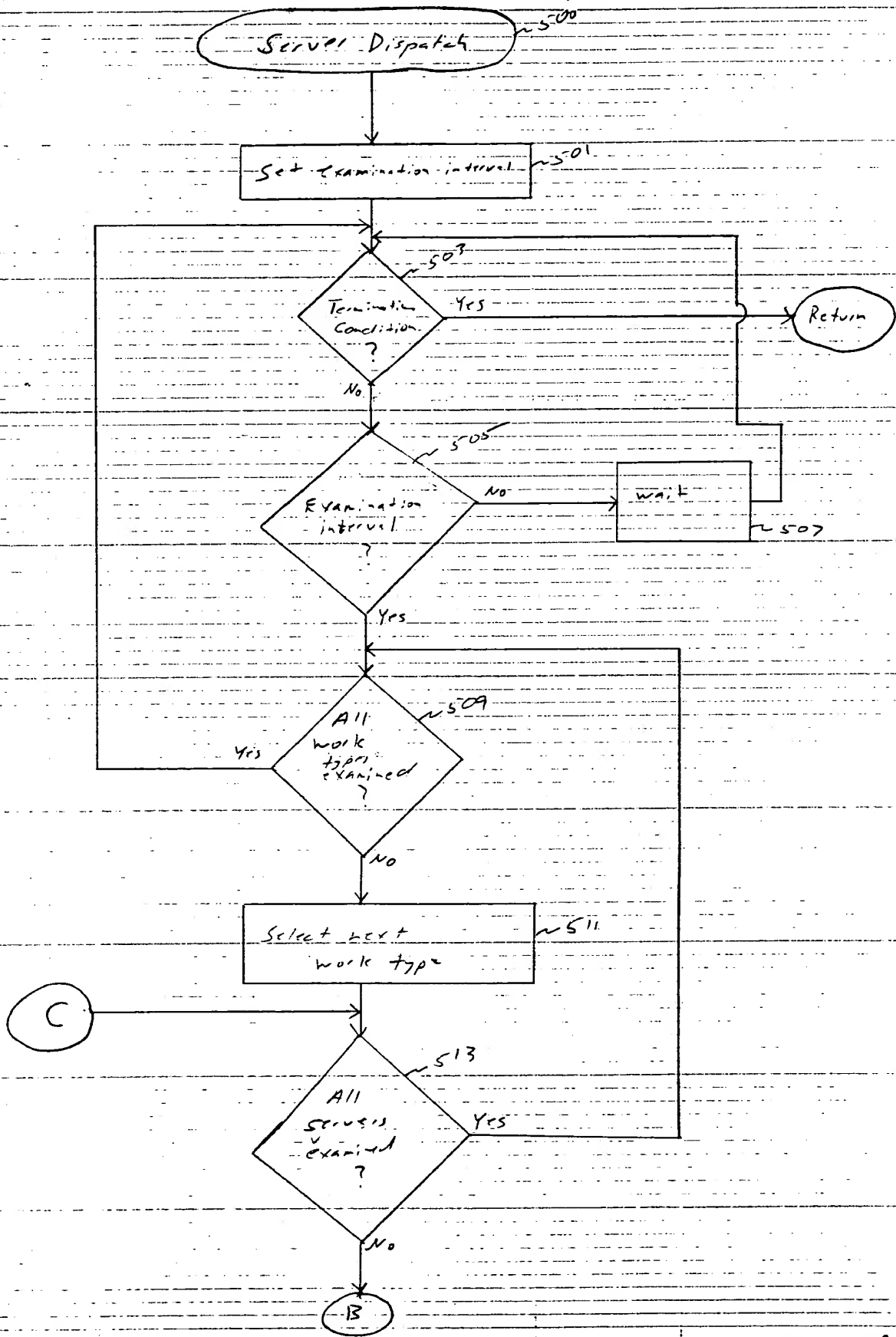


Fig. 5A

B

Select next server ~515

Is selected
server's
preference value
≥
server's
threshold
value?
~517

No

Yes

Update composite
preference value ~519

Is
composite
preference value
≥
server's threshold
value?
~521

Yes

No

Make server
available for
this work
type ~523

C

Fig. 5B

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601 602

Work Type	Available Servers
Calls from Prospects	42
Claims Calls	30
Calls from Preferred Customers	15

~603

~604

~605

Fig. 6A

601 602

work Type	Available Servers
Calls from Prospects	48
Claims Calls	24
Calls from Preferred Customers	15

~603

~604

~605

Fig. 6B

601

602

Work Type	Available Servers
Calls from Prospects	53
Claims Calls	24
Calls from Preferred Customers	10

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Fig. 6C

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602

Work Type	Available Servers
Calls from Prospects	50
Claims Calls	26
Calls from Preferred Customers	11

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Fig. 6D

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SERVER ID	Work Type	Severe Perf. for Work Type	Severe Throttle for Work Type	Dynamic Preference Value for Work Type	Composite Preference Value
100	Calls from Prospects	8	9	2	10
100	Claims Calls	4	3	4	8
101	Calls from Prospects	5	9	2	7
101	Claims Calls	6	7	4	10
101	Calls from Potential Customers	0	0	0	0

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Fig. 7

800 801 802 803 804 805

800 803

801 802

Server ID	Work Type	Server Preference for work Type
100	Calls from Prospects	8
100	Claims Calls	4
101	Calls from Prospects	5
101	Claims Calls	6
101	Calls from Preferred Customers	0

806

Threshold
Value
Table

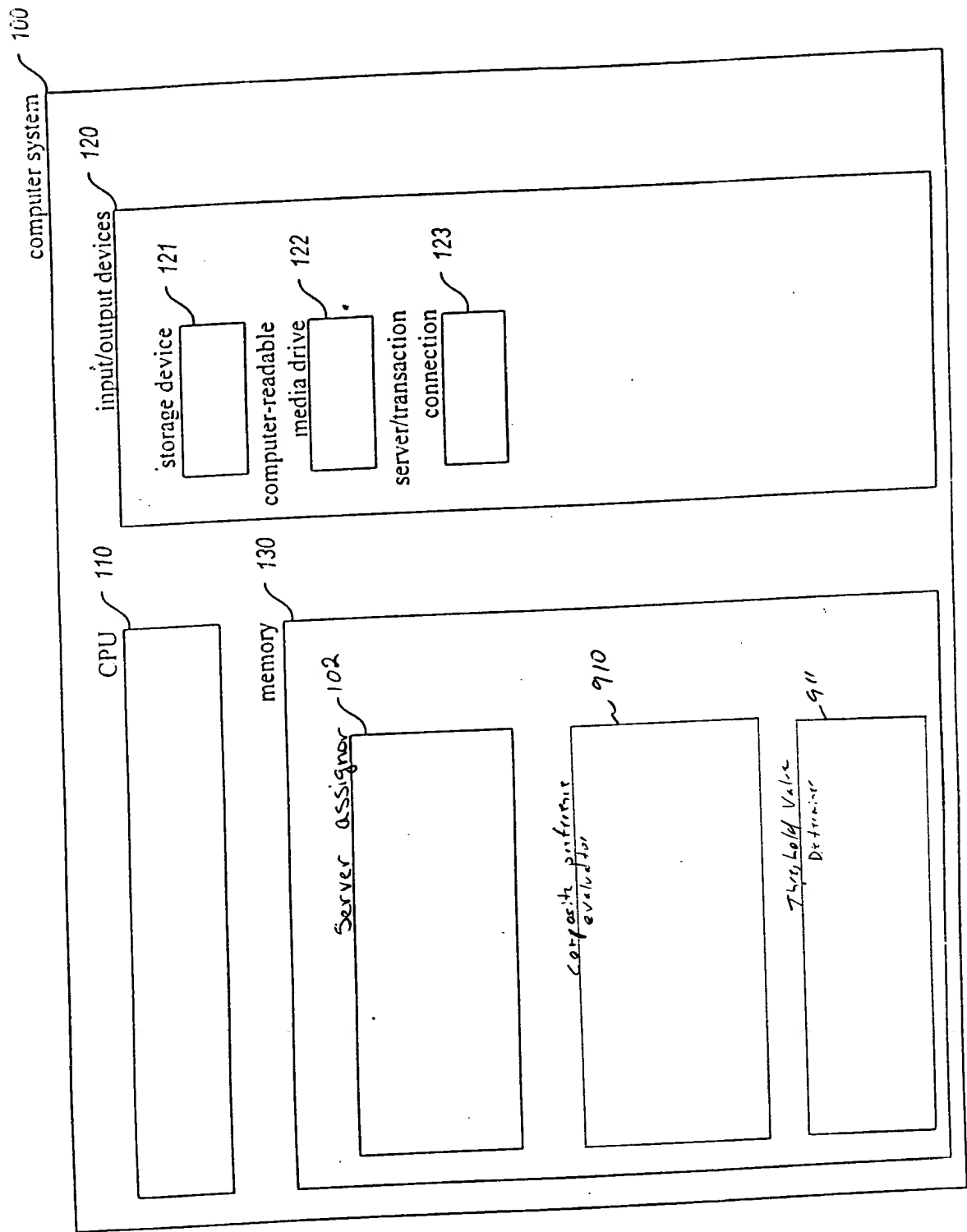


Fig. 9A

663-63466

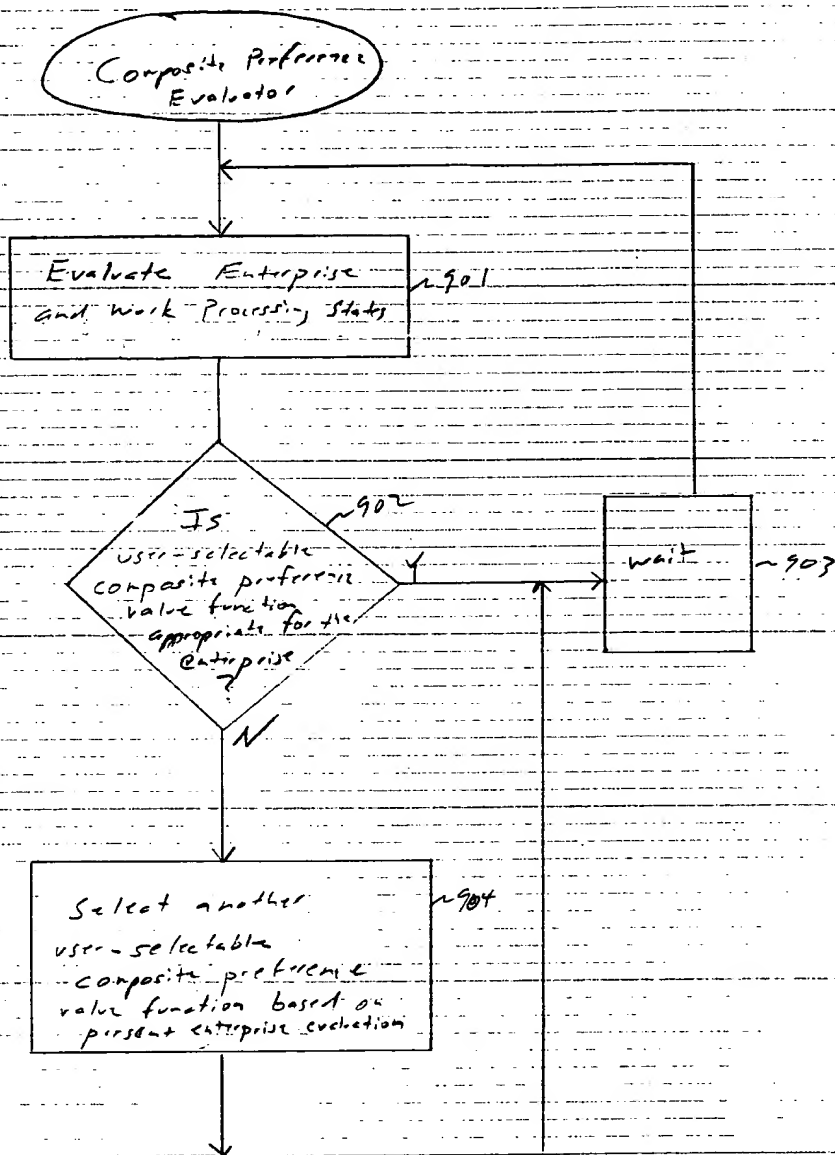


Figure 9B

1000 305 302 303 304

Agent ID	Work Type	Sever Prof. for work Type	Sever Threshold for work Type	Composite Preference for work Type
100	Calls from Prospects in western Region	8	9	10
100	Claims Calls from western Region	4	3	8
100	Calls from Prospects in Central Region	5	9	7
100	Claims Calls from Central Region	6	7	10
100	Public Utility mandated Calls	8	9	20

Fig. 10

1101

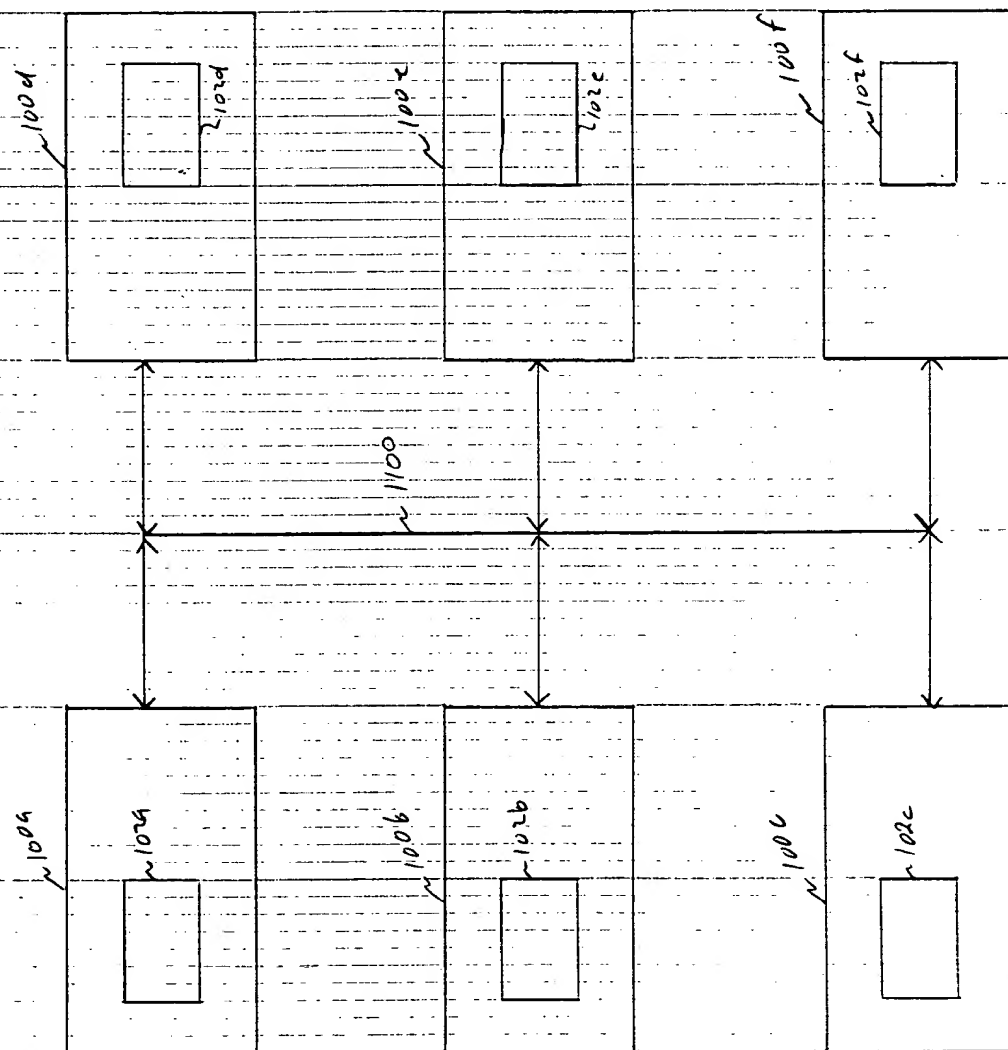


Figure 11